



July 21, 2025

Acting Director Russell Vought  
Consumer Financial Protection Bureau  
1700 G Street NW  
Washington, DC 20552

RE: CFPB Information Collection “Consumer Complaint Intake System Company Portal Boarding Form” (Docket No. CFPB-2025-0027; OMB Control No. 3170-0054)

Dear Acting Director Vought,

The Consumer Financial Protection Bureau’s (CFPB) consumer complaint database is an enormously important tool for all stakeholders. It facilitates communication between consumers and companies, gives consumers a clear path to raise issues that need to be resolved, and allows regulators, consumer groups, and trade groups to identify patterns and emerging problems in the financial service industry.

The complaint database can fulfill all those roles because financial service companies are onboarded to the Company Portal. The subject of this comment period – the Consumer Complaint Intake System Company Portal Boarding Form – is a crucial component to the proper and efficient functioning of the database. Woodstock Institute urges the CFPB to continue utilizing the Company Portal Boarding Form to onboard any new companies to the system and keep this important communication channel open between consumers and financial service providers.

The inner workings of the financial system are an opaque mystery to the typical consumer. When a problem arises, having a clear route for the consumer to reach the company in question – a route that inherently has a level of accountability and visibility built in, as the complaint database does – benefits all those involved and helps our financial system operate more smoothly.

It is also crucial that the complaint database remain public. The public database effectively protects consumers' privacy while also providing enormous benefit to the financial services industry, consumer advocates, and regulators at all levels of government. For example, in Woodstock's home state of Illinois, the top issues cited in complaints to the CFPB in 2024 were regarding credit reports, debt collection, and credit cards. Being aware of these kinds of trends helps all stakeholders allocate time and resources most effectively: industry actors can adjust their customer service practices to ensure they're competitive from a service standpoint, consumer advocacy nonprofits can prepare for which issues they may need to help community members navigate, and regulators at the federal, state, and local levels can make informed decisions about how they oversee the companies and enforce the consumer protection laws for which they are responsible.

Woodstock Institute urges the CFPB to continue utilizing the Company Portal Boarding Form to help the consumer complaint database continue operating efficiently and effectively. Since it was created, the complaint database has proven itself to be useful to a wide range of stakeholders in the consumer financial services sector. As the agency responsible by statute for facilitating the consumer complaint process, the CFPB should ensure that the database can continue demonstrating its value for years to come. Should you have any questions about this comment, please contact Jane Doyle ([jdoyle@woodstockinst.org](mailto:jdoyle@woodstockinst.org)).

Sincerely,

Woodstock Institute